



Health IT Wins!

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WIN!: Successful Utilization of IHIN Patient Query in Pharmacy Setting

Who: Medicap pharmacist and patient

When: November 13, 2015

Where: Medicap Pharmacy, 2804 Beaver Avenue, Des Moines, Iowa

Why: A patient was scheduled to visit the pharmacy for a comprehensive medication review. Prior to the visit, the pharmacist utilized the patient look up feature to see what information was available that would help with the discussion.

What: With IHIN Patient Query utilization, the pharmacist successfully accessed a complete medication list for the patient. The list even included one drug the patient receives as samples from the physician office, about which the pharmacist would otherwise not have known. The pharmacist also found current lab results that assisted in assessing the patient's current drug therapy. Likewise, immunization history was available and complete so the pharmacist was able to proactively determine if the patient needed any immunizations at the scheduled pharmacy visit.

Benefits: Access to IHIN and the available information helped the pharmacist provide better care to the patient. Many times, pharmacists do not have access to lab results when completing a medication review with a patient. When available, as in this case, the information provides a better picture of whether a patient's current drug therapy is helping them meet therapy goals or if a suggested change needs to be made to the physician. Furthermore, the pharmacist does not have to directly contact the physician's office to obtain the necessary information, maximizing efficiency for all parties involved.